Charles Sturt University

User Guide
CSU Card

All Charles Sturt University students and staff are issued with photo ID known as the CSU Card.

CSU Card

Identity
Access Control
Financial Transactions

The CSU Card is one card which incorporates the following functionality:

- Identity card
- Building Access card
- Financial Transaction card

Obtaining your CSU Card

Commencing internal students will be issued with their CSU Card during Orientation. Distance Education students will receive their CSU Cards via the post.

Staff Cards are organised by Human Resources during the Staff Induction.

Cost of CSU Card

For studentsand staff, your initial CSU Card is issued FREE.

Students are required to pay a replacement fee if a card is lost or damaged. After seven years a new card is available for no charge.

CSU Card Signature Panel

To sign the card, use a pen suitable for writing on CDs and DVDs.

To Ensure Problem Free Use of Your Card

To ensure problem free use of your card the following precautions should be taken:

- DO NOT bend or fold;
- DO NOT subject to heat (eg car dashboard);
- DO NOT subject to strong magnetic fields (eg leaving card on speakers, TV or microwaves);
- DO NOT pass through a washing machine
- DO NOT punch holes in the card;
- DO NOT pass through other card systems such as bank ATMs
- DO NOT store your CSU Card with your mobile phone.

What to do with Any Previous Card

A new CSU Card replaces any earlier card issued to you.

Once you are sure that your new card has the building access privileges you require, any previous card should be destroyed.

Library Services Using Your CSU Card

Library borrowers require a CSU Card to access CSU collections. Students may borrow from other University libraries collections in person, for further information on this scheme see www.csu.edu.au/division/library/about/publications/guides/ula.htm

Travel Concession Card

On behalf of the **NSW Rail Corporation** and **NSW State Transit Authority**, the University issues Student Travel Concession stickers to full-time internal domestic students for concession travel in NSW. A new NSW Transport concession sticker is required at the commencement of each year.

A full list of conditions of use, eligibility and application are available through the CSU Card website
http://www.csu.edu.au/csu-card

Your CSU Card as an Identification Card

Your CSU Card is your primary identification card for Charles Sturt University. It is required for entry to examinations. You may be required to present your card for access to other University facilities and services.

Your CSU Card as a Building Access Card

Most University buildings have electronic access control and security systems fitted. Student cards have automatic access to student computer facilities and 24 hour zones. To activate your CSU Card for access, your CSU Card will need to be taken to a CSU Card Hotspot. You will need to return the card to the Hotspot periodically (approximately each 30 days) to maintain your access to certain areas.

Your CSU Card as a Financial Transaction Card

Your CSU Card can be used to hold value, and make purchases on campuses from University operated retailers, schools, buses, and more. You can use your card to make purchases utilising your CSU Card account wherever you see the following signs displayed.

Your CSU CARD can be used here.

You can add value to your CSU Card Account by visiting the EFTPOS Loaders in the Learning Commons, where transfers can be made from your EFTPOS Cards (debit and credit).

You can add value via the Web at CSU's online payments page
online.csu.edu.au/Inter/Action?type=B&cmd=web_payments

You can add value utilising BPAY through your financial institution. Visit the CSU Payments page for more information on these payment options.
www.csu.edu.au/division/finserv/paym/payment.htm

You can view your CSU Card Account details online at the CSU Card Holder Portal.
http://www.csu.edu.au/csu-card

Here you can set or change the PIN on your account, view your current balance, view transactions on your account, and lock your card if it is lost or stolen.

It is your responsibility to ensure your account has funds available when you make a purchase. Your CSU Card is NOT a credit card. You must maintain a positive balance in your CSU Card Account.

If your CSU Card account is overdrawn, the negative balance is treated as a debt to the University and may affect your ability to access results or University services.

You can not make cash withdrawals from your CSU Card Account. It is the card holder's responsibility to use the funds in the account prior to leaving the university.

Troubleshooting

If you have queries about a transaction or have difficulty using your card, please contact Student Central.

Expiry Date of CSU Card

Staff and Student cards do not have an expiry date printed on the card. If an outside organisation requires you to demonstrate that you are a current student then you should print off a statement of enrolment using the CSU Online Student Banner system.

Secure Your CSU Card

Keep your CSU Card in your possession at all times. Do not loan your CSU Card to a friend to use. Cashiers and University officers will only accept the ID that belongs to the cardholder.

You should set a *PIN* on your CSU Card for your own security. The *PIN* controls access to certain functions. You can set your *PIN* by visiting the EFTPOS Loaders in the Libraries or Learning Commons, or by accessing the CSU Card Online Portal at www.csu.edu.au/csu-card

General Conditions of Use of the CSU Card

Your card should be carried with you when you are on a campus of the University and must be shown when requested by any University officer. You must present the card when sitting an examination conducted by the University.

CSU Cards are **not transferable**. When a card is used to access facilities, services or concessions, the use of the card is considered an agreement by the holder to be bound by any rule or condition applying to the respective facility, service or concession. Card holders cannot lend their card or permit other people access to facilities or services using the card. If your CSU Card is found in the possession of any person other than the authorised holder, it will be confiscated and may be cancelled.

You are liable for any losses resulting from use of your CSU Card for transactions or building entry, attributable to the fact you delayed to report that your card has been lost, stolen or misused. Cards reported lost or stolen are unable to be used again, if recovered after a new card has been issued. Whoever has possession of the card will be able to access the attached account. **TREAT THE CARD AS THOUGH IT WERE CASH AT ALL TIMES.**

If your CSU Card is lost or stolen, go to the CSU Card website at www.csu.edu.au/csu-card

and log into the CSU Card Online Portal. Here you can lock your card. This will disable your card in the financial transaction system, and forward messages to disable your access to library services and building access.

If you locate your card and wish to have it reactivated (provided you have not had a new card issued) you must present with your card at Student Central and request reactivation.

CSU Card Ownership

Your CSU Card remains the property of Charles Sturt University. You must return your CSU Card to the University immediately if asked to do so, or upon cessation of your association with CSU.

Cancellation of Card Services

The University may cancel any of its services available to you in connection with your card in accordance with University policies and procedures.

University's Liabilities

To the extent permitted by law, the University's liability is limited to replacing faulty cards.

Each card holder is responsible for managing the funds on their CSU Card's electronic account and for reducing the balance to a zero before final departure from the University.

The University does not accept liability for lost, stolen, user damaged or destroyed cards, nor for the loss of monetary value through unauthorised use of your CSU Card. Until reported lost or stolen any liability for card use is the card holder's.

The University is not liable for any loss you may suffer arising from any malfunction of the card system, or if a card reader or terminal equipment is unavailable for use or unable to be used.

To the extent permitted by law, the University is not liable for the availability, quality or fitness for purpose of any of the services not provided by the University or any goods or services purchased with your card not provided by the University.

The University is not liable to you if a system participant fails to accept your card. Possession of a CSU Card does not empower any staff member or card holder to act as an agent for the University.

CSU Card privacy statement

The CSU Card stores only limited data in the memory chip. This data includes your name, student number, library Unilinc number, internal identification numbers used by the Unicard system and Banner (CSU Student/Finance system.), Cardax number (building access number) and the card serial number. All data is encoded and encrypted and special security codes are required to unlock the respective data sectors in the micro chip.

With the exception of the Unilinc library data, CSU will not share any information with outside organisations and will not sell or release any information regarding your usage or purchases. Within CSU, data is exchanged between University systems in the normal course of business.

Conditions of Issue and Use and answers to Frequently Asked Questions are available at

http://www.csu.edu.au/csu-card

Your CSU CARD can be used here.